

## APPENDIX B

### Massachusetts Department of Telecommunications and Cable Complaint Data

<b>Wireline Industry</b>	<i>2005</i>	<i>2006</i>	<i>2007</i>
Billing	1869	1445	1351
Service Quality	769	813	630
Miscellaneous	60	80	47
<b>Total Complaints by year</b>	<b>2698</b>	<b>2338</b>	<b>2028</b>

<b>Cable Video Industry</b>	<i>2005</i>	<i>2006</i>	<i>2007</i>
Billing	335	365	614
Service Quality	124	196	518
Miscellaneous	13	10	13
<b>Total Complaints by year</b>	<b>472</b>	<b>571</b>	<b>1145</b>

#### METHODOLOGY:

Wireline Complaints: All Voice Complaints derived from DTC Consumer Division database received from January 1, 2005, through December 31, 2007. "Billing" complaints comprised of the following in-take codes: Billing, Credit, Cramming, Service Denial, Marketing, Rate, Regulation, and Slam. "Service Quality" complaints comprised of the following in-take codes: Installation, Missed Appointment, and Service Quality. "Miscellaneous" complaints comprised of the following in-take codes: Miscellaneous and Other. Source: DTC Consumer Division Database.

Cable Video Complaints: All Cable Video Complaints derived from DTC Consumer Division database received from January 1, 2005, through December 31, 2007. "Billing" complaints comprised of the following in-take codes: Billing, Credit, Cramming, Service Denial, Marketing, Rate, and Regulation. "Quality" complaints comprised of the following in-take codes: Installation, Missed Appointment, and Service Quality. "Miscellaneous" complaints comprised of the following in-take codes: Miscellaneous and Other. Source: DTC Consumer Division Database.